

Complete Form, Print, Sign and Mail to:
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210



Phone: 803-896-5100

Fax: 803-896-5199

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Text PSCAGENDAS to 39492

To receive an alert when Meeting Agendas are released

Individual Complaint Form

Date*: 03/08/2019

RECEIVED

MAR 08 2019

PSC SC
MAIL / DMS

Complainant or Legal Representative Information:		* Required Fields	
Name *	Frederick Howard		
Firm (if applicable)			
Mailing Address *	140 Wickersham Way		
City, State Zip *	Easley	SC 29642	Phone * 8645906867
E-mail	CARLOSHOWARD11@GMAIL.COM		

Name of Utility Involved in Complaint: *	Duke Energy of Carolinas
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Type of Complaint (check appropriate box below.) *			
<input type="checkbox"/> Billing Error/Adjustments	<input type="checkbox"/> Deposits and Credit Establishment	<input type="checkbox"/> Wrong Rate	<input type="checkbox"/> Refusal to Connect Service
<input type="checkbox"/> Disconnection of Service	<input type="checkbox"/> Payment Arrangements	<input type="checkbox"/> Water Quality	<input type="checkbox"/> Line Extension Issue
<input type="checkbox"/> Service Issue	<input type="checkbox"/> Meter Issue		
<input checked="" type="checkbox"/> Other (be specific) payment agreement			

Have you contacted the Office of Regulatory Staff (ORS)? *	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Name of ORS Contact: Chad Campbell
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Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)
In working to resolve my delinquent account with Duke Energy, I entered into an agreement that allowed me to make semi monthly payments. I am current due for a payment on March 8, 2019 in the amount of \$255.50 and another payment of \$250.00 due by March 22nd. I do not have payment at this time. I have two more payments due On April 5th and April 22nd, that I also requested to pay in full by April 28th. Both request were denied. I am scheduled for disconnect on Monday March 11th.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)
I am requesting from both Duke Energy and ORS to make March payments of \$505.50 by March 27th, with remaining 2 payments by the end of April, (April 28th) and while several modifications have been made I am asking to pay on a monthly basis, even though payment have been a hardship. (I had to receive help in January 2019-from partner agency) I absolutely hate that this matter reoccurs but I am making all possible efforts to resolve this matter asap, without further delinquency.
**I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA)
COUNTY OF)

VERIFICATION

I, Frederick C Howard verify that I have read my complaint filed on 3/8/19
Complainant's Name * Date *

and know the contents thereof, and that said contents are true.

Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only

Processed By	Date
H.E.	